

# IMPLEMENTING A MORE SECURE, EFFICIENT HOSPITAL-WIDE DRUG FLOW

Bavilliers Hospital adopts the PROUD System  
automated medication dispensing device  
for oral-solid drugs

Find out how a French healthcare cooperative decreased  
medication errors three-fold while improving processes  
and quality of care





## A PATHWAY TO 21st CENTURY PHARMACY AUTOMATION

Healthcare systems everywhere are under pressure to cut inefficiencies<sup>1</sup>, reduce medication errors<sup>1</sup> and enhance therapy compliance. Automated drug dispensing systems are increasingly seen as an effective tool for achieving all three, bringing healthcare systems into the digital era.

The PROUD automated medication dispensing system from Baxter is designed to enable efficient drug flows and logistics, alleviating workload, and reducing medication errors.<sup>3</sup> And, with the goal of reducing the stress and disruption in the pharmacy and on the wards, we deliver a seamless implementation process and around-the-clock service and support.

### References:

1. Elliott RA, Camacho E, Campbell F, et al. Prevalence and Economic Burden of Medication Errors in the NHS in England. Policy Research Unit in Economic Evaluation of Health and Care Interventions. 2018.
2. Hendrich A, Chow MP, Skierczynski BA, Lu Z. A 36-hospital time and motion study: how do medical-surgical nurses spend their time? Perm J. 2008;12(3):25-34.

***“THE AUTOMATION  
IS CAPABLE OF  
TOTALLY CHANGING  
YOUR LIFE.”***

Patricia Demoly,  
*Head Pharmacist at the Bavilliers healthcare cooperative*



# A SMOOTH ROAD TO IMPROVED DRUG DISPENSING PROCESSES



**“WE WERE LOOKING FOR THE  
BEST BALANCE OF SECURITY AND  
EFFICIENCY”**

Patricia Demoly,  
Head Pharmacist at the Bavilliers healthcare cooperative



# REPLACING A POORLY PERFORMING AUTOMATED DRUG DISPENSING SYSTEM



## Bavilliers' requirements for the new automated system:

- Safer dispensation with fewer estimated errors
- A good balance between security and efficiency
- Fewer technical issues
- Improved ease of use
- Smooth implementation
- Reliable service and support

## FINDING THE RIGHT LEVEL OF SECURITY

In 2011, Bavilliers began its transition from manual drug dispensing to automatic by acquiring two automated machines to serve their 1200 bed capacity.

"We simply needed to save time," says Patricia. "We were looking at adding more pharmacy assistants to meet demand, but we didn't have the space for them. So, we opted for an automated alternative."

At first, the pharmacy noticed fewer dispensation errors compared to the manual system. However, the first machines came with an array of technical problems and breakdowns, which led to disrupted processes and more errors, and their provider had failed to offer support.

## NEW FACILITIES, NEW SYSTEM

In 2018, as the hospital was building a new pharmacy, the decision was made to replace these machines along with the move to the new facility.



CHALLENGE



SOLUTION



THE  
PROPOSAL





# A PROFESSIONAL, STRAIGHTFORWARD TENDER PROCESS

## A DETAILED FULL-SOLUTION PROPOSAL

In a detailed proposal, Baxter suggested to implement the PROUD System with a capacity of 336 cassette positions – enough to replace the two machines they had been using and serve the cooperative’s 1200 beds and more.

“Our expectation was that we would still need two machines. We were pleased to learn that just one could do the job. Having a smaller footprint and a simpler system were big benefits for us,” says Patricia.

“The proposal was very professional. It included a suggestion for how the system could be incorporated into the future pharmacy, a step-by-step implementation plan including a thorough testing phase, and a suggested approach to training. With so many well thought-through details included, we felt we were in safe hands.”

## An endorsement seals the deal

But Patricia was not going to rely on Baxter’s word alone. She visited colleagues in her network who had a Baxter solution to experience the device firsthand. And, after hearing positive reviews, the decision was made to go with the PROUD System.





# SMOOTH, EFFICIENT IMPLEMENTATION AND TRAINING



## COLLABORATIVE EXECUTION AND TESTING

The implementation process took about one month, during which Baxter engineers made themselves available both on site and remotely, offering detailed information and answering any questions. At the start, Bavilliers had only one EPR system, the integration to which was thoroughly tested in the environment.

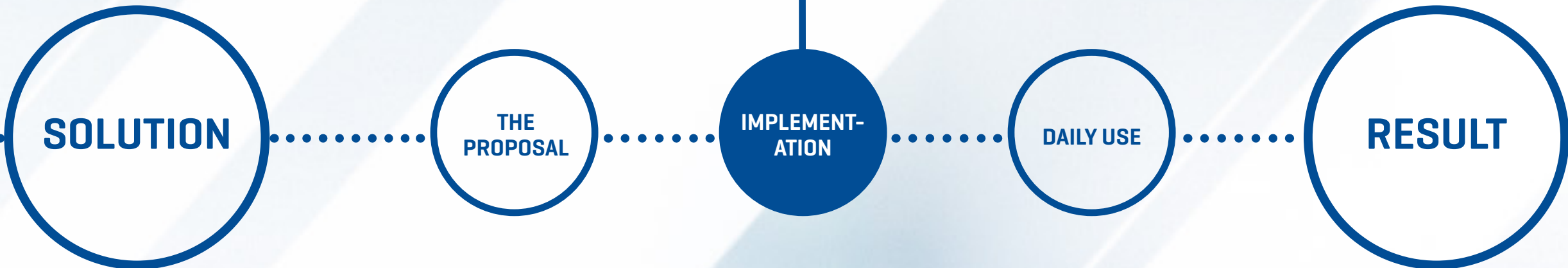
“The testing process really put us at ease. As we had so many bad experiences with our previous system, we were skeptical and needed to feel secure the solution would not produce errors or hinder our quality of care.” says Patricia.



## STAFF TRAINING BEGINS

Immediately after the solution was tested and ready, 10 days of on-site training began. The pharmacy technician and three hospital pharmacists were trained first, followed by the rest of the staff.

“The training was so efficient and effective that we were able to accelerate our go-live schedule,” Patricia adds. “All members of the staff who work with the system felt confident and sufficient in their interactions with it. This was also a big part of building our confidence.”





# FULLY SECURE AND SUPPORTED DAILY USE



## TRANSPARENCY BREEDS CONFIDENCE

Patricia says she experienced improvements from day one. “Because Baxter left us so well-trained, we can adapt the automation to our needs,” she explains. “For example, we can define the parameters within which the different drugs should be used. And now we require pharmacists to perform only one validation check before the prescriptions are entered.”

The security features like the barcode identification and track & trace go a long way in making everyone feel more confident. Even the pouches are clearly labeled with the patient’s name, date of birth, the medications in it, the administration date and time, so all information is clear and transparent along the delivery path.

## PREVENTATIVE MAINTENANCE ENSURES CONTINUOUS CARE

As part of the service & support solution, Baxter engineers make regular visits to the hospital for preventative maintenance. This ensures there will be no “surprise” technical problems that suddenly disrupt care.

“With our previous provider, we received no preventative maintenance. Now that we’ve been running for nearly four years with almost no breakdowns, I can really see the benefit this brings.”





# IMPROVING CARE FOR THE ENTIRE HEALTHCARE COOPERATIVE

**“OUR TRACKING SHOWS THE ERROR RATE HAS DECREASED THREE-FOLD WITH THE PROUD SYSTEM. AND THE WORK ATMOSPHERE IS ALSO MORE SERENE, WHICH REALLY MEANS A LOT IN A POTENTIALLY CHAOTIC ENVIRONMENT.”**

Patricia Demoly,  
Head Pharmacist at the Bavilliers healthcare cooperative

## EFFICIENT PROCESSES IMPROVE CARE AND EXPAND CAPACITY

All-in-all, the PROUD System has made Bavilliers pharmacy processes more efficient, saving preparation time, reducing pouch waste, and reducing circulation of expired medication.

The Nurses’ processes are also smoother and more secure as only the pharmacy needs to validate the medication. They are more confident in their work and the atmosphere is less stressful – all of which adds up to better quality of care.

## EXPANDING THE PHARMACY

After the system was running successfully for about a year, the pharmacy was able to expand its production capacity to 1400 beds throughout the network. To help accommodate this, Baxter configured and built compatible software for two more EPR system integrations, making sure the systems worked seamlessly together with the PROUD System.

“The integration process might have been difficult, but there was good teamwork and it went surprisingly smooth,” Patricia adds.





# MEET THE PROUD SYSTEM

The PROUD System and the full portfolio of solutions we helped implement at Bavilliers.

For more information, please contact your local pharmacy automation specialist:

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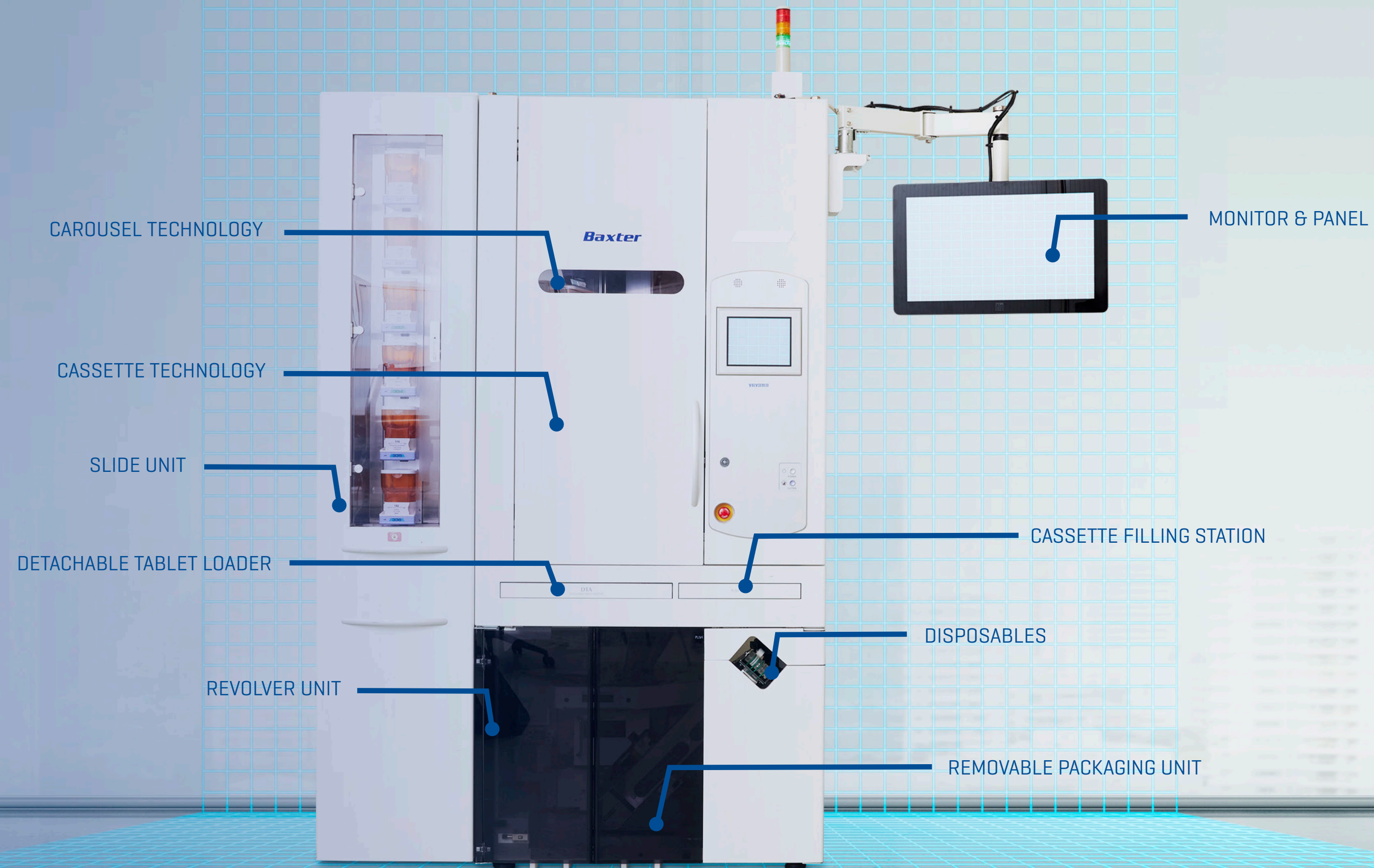
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